

Program Advisory Oversight Committee (PAOC)
Draft Overview of Approach to Quality Standards Development
March 1, 2005

Quality Standards Domains	Examples of Areas to be Included in Domain Categories
Organizational Structure	<ul style="list-style-type: none"> • Compliance with Federal, State, and Local Laws (i.e.,FDA requirements for DME, Certification of Orthotics, business licensure) • Disclosure of Ownership and Financial Interest • Status and Location of business/Access to care and services • Contracts/Agreements • Policies/Procedures on scope and provision of services, coordination of care, disaster plan, replacement and rental of equipment • Medicare supplier enrollment processes • Normal and emergency operating business hours and services provided
Financial Management	<ul style="list-style-type: none"> • Financial management plan that includes an annual operating budget and capital expenditure plan prepared according to generally accepted accounting principles; projected and actual income, expenses, and balances; acquisition and improvement of land, buildings, and equipment; expansion of buildings and equipment • Invoices and receipts of each beneficiary's equipment and supplies
Human Resources	<ul style="list-style-type: none"> • Licensure, Registration, Certification, Qualifications of staff • Competency of staff • Criminal background checks
Patient/Client Management	<ul style="list-style-type: none"> • Physician orders, Certificate of Medical Necessity, Assessment • Equipment/supplies delivery, set-up, safety, monitoring, replacement, pick-up • Beneficiary education, training, monitoring, follow-up, emergency response, participation in plan of care • Self administration; beneficiary requires assistance • Coordination of care with physician and other providers • Infection control practices • Product specific requirements (i.e., oxygen, hospital beds, orthotics, wheelchairs, pressure reduction

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	<p>devices, adaptive equipment)</p> <ul style="list-style-type: none"> • Provision of care and services with respect and maintenance of beneficiary's dignity • Confidentiality • Discharge from services
Assessment and Evaluation of Quality	<ul style="list-style-type: none"> • Tracking trends and patterns related to quality and outcomes of equipment and supplies, staff performance, beneficiary satisfaction, financial stability, strategic/business plan • Identify, monitor, and evaluate problems to determine root cause(s) and effect of equipment and supplies on the maximization of beneficiaries' health • Responding to identified problems by developing, implementing, and monitoring of strategies to improve quality of services and products • Evaluating the effects of quality improvement interventions and taking corrective actions
Facility and Patient Environment and Safety Management	<ul style="list-style-type: none"> • System for tracking and monitoring equipment functions, failures, recalls, repairs, preventive maintenance, labeling , inspection, testing, calibration • Safety of beneficiary's home environment; emergency power • Equipment and environmental hazards • Maintenance of manufacturer's information for all equipment and supplies
Ethics/Rights	<ul style="list-style-type: none"> • System for identifying, responding to and resolving grievances with written follow-up • Inform each beneficiary in advance of furnishing or discontinuing equipment, supplies, services • Personal privacy • Beneficiary notification of rights
Information Management (Patient Records, etc.)	<ul style="list-style-type: none"> • Medical records-- complete, accurately documented, retained • Safeguard against loss or destruction • Confidentiality